

# BANK OF TEXAS EXPRESSBANK

Dallas Area  
214.987.8840

Fort Worth Area  
817.399.8840

Houston Area  
713.578.3500

Outside These Areas  
800.346.5312

## 1 ACCESS CURRENT ACCOUNT

- 1 Checking/Savings Account
  - 1 Account Activity
    - 1 Hear Your Balance
    - 2 Posted Transactions
    - 3 Pending Transactions
    - 4 Report Fraud or Unauthorized Activity
    - 5 Access a Different Account
    - \* Repeat Options
    - 0 Speak to an ExpressBanker
    - # Return to the Previous Menu
  - 2 Transfer Funds
  - 3 Online Banking
  - 4 Debit Cards
  - 5 To Access a Different Account
  - 6 More Options
    - 1 Interest Information
    - 2 Re-Order Checks
    - 3 Reset IVR Access Code
    - 4 Open New Account / Apply For loan
    - 5 Access a Different Account
    - \* Repeat Options
    - 0 Speak to an ExpressBanker
    - # Return to the Previous Menu
  - \* Repeat Options
  - 0 Speak to an ExpressBanker
  - # Return to the Previous Menu

## 3 FOR MERCHANTS TO SEE IF A CHECK WILL CLEAR

- # Return to the Previous Menu
- 0 Speak to an ExpressBanker

## 4 ONLINE / MOBILE BANKING

- 1 For Assistance with Login or Enrollment
- 2 Mobile Banking, Deposits, Alerts
- 3 Bill Pay Assistance
- 4 Quicken or Quickbooks Issues
- 5 Apple Pay
- 6 Other Support
- \* Repeat Options
- # Return to the Previous Menu

## 5 FOR DEBIT / ATM CARDS

- 1 Lost / Stolen Card
- 2 Activate Card or Change PIN
- 3 Order a New or Replacement Card
- 4 Report Fraud or Dispute a Charge
- 5 Report Upcoming Travel
- 6 Declined Transactions
- \* Repeat Options
- 0 Speak to an ExpressBanker
- # Return to the Previous Menu

## 2 OPEN AN ACCOUNT OR APPLY FOR A LOAN

- 1 Open a new Account
- 2 Apply for a Loan
- 3 Status of Loan Application
- 4 Rates
- 5 Inquire About a Credit Card
- 6 For All Other inquiries or To Speak To A Relationship Banker
- \* Repeat Options
- # Return to the Previous Menu

## 6 TO CONTINUE IN SPANISH

- # Return to the Previous Menu
- 0 Speak to an ExpressBanker

## \* REPEAT OPTIONS

## 0 TO SPEAK WITH AN EXPRESSBANKER